



## JOB DESCRIPTION

---

**TITLE:** Support Services Clerk II  
**DEPARTMENT:** Police  
**GRADE:** 11  
**FLSA:** Non-exempt  
**EEO DESIGNATION:** Administrative Support  
**REVISION DATE:** 01/08/2021

### **POSITION SUMMARY**

Under the general supervision of the Support Services Supervisor this position performs a variety of complex and high level clerical duties designed to expedite the administrative processes and procedures related to documenting, maintaining and controlling police records, case files, statistics and information.

### **ESSENTIAL FUNCTIONS:**

- Enters and maintains accurate, comprehensive, and up-to-date reports such as incidents, complaints, offenses, etc.; maintains property and criminal history index files; enters report narrative, and involvements, (names, vehicle information, property information, etc.); maintains and updates dispositions on each case and enters changes into computer information base.
- Performs police related customer service to the general public (such as fingerprinting); receives and directs customers, in person and by phone.
- Records traffic and misdemeanor citations, types vehicle impound notices, traffic accident reports and in-house incident base reports; updates, maintains, processes and submits uniform crime reports (UCR's & NIBR's) to the Utah Bureau of Criminal Identification; locates police reports and make copies for the officers, public, and attorneys, updates stolen property for National Crime Information Center (NCIC).
- Processes all Government Records Access Management (GRAMA) requests and traffic accident reports requested by the public and other agencies.
- Performs various records tracking activities as needed to obtain driver's license information, vehicle registration, Utah Criminal History, NCIC (Interstate Identification Index), Bureau of Criminal Identification (BCI), out-of-state vehicle registration, driver's license information, NCIC wanted persons, stolen autos, and property checks.
- Enters juvenile and adult arrest and citation information; identifies nature of crimes by established categories and classifications; monitors files to assure proper UCR reporting.
- Assures the proper delivery of documents at various stages of the legal system process; expedites delivery as needed, including internal departmental dissemination; prepares report and citation files for court appearances; distributes court notices to police personnel, receives verification of



## JOB DESCRIPTION

---

notice and files appropriate records.

- Performs computer entry of all non-arrest and non-citation reports submitted by officers, such as thefts, malicious injuries, runaways, impounds, missing persons, harassing phone calls, accidents, etc.
- Checks and updates records; monitors in-house computer; generates statistical summaries for calls and services for staff and other agencies; searches for and produces insurance information.
- Provides clerical support for the Sex Offender Registry; accesses state computer; performs background checks; logs applicant names; creates files; initiates contacts with program volunteers as needed and processes documentation as required.
- Assists with clerical functions of various public safety and awareness programs.
- Performs general office typing as needed to complete forms, memos, letters, schedules, applications and correspondence; maintains numeric and alphabetical files; makes copies, assists the public, responds to telephone calls and distributes calls to appropriate office or individual.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS:**

- Must have a High School diploma or G.E.D. and have at least three years experience in general office practices and secretarial duties or an equivalent combination of education and experience. Experience in a police department preferred.
- Must be able to type 40 wpm.
- Must demonstrate a high level of proficiency in all police record-keeping systems such as FATPOT and NIBRS.
- Must have BCI certification with alternate TAC certification.
- Must be a licensed Utah Notary Public.
- Must possess a valid Utah Driver's License.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Working knowledge of state criminal codes and penalties associated with various offenses.
2. Must be knowledgeable of Police Records Management requirements and UCR codes.
3. Provide customer service and answer customer or public inquires or ability to obtain information from individuals, residents, etc. for follow-up.
4. Working knowledge of modern office practices and procedures; working knowledge of grammar, spelling and punctuation, modern filing systems related to alphabetical and numeric files.



## JOB DESCRIPTION

5. Must have experience working independently establishing work or project priorities and assigning workload responsibilities
6. Ability to communicate effectively with the public under potentially adverse circumstances and to work well with supervisors, co-workers, and employees in other departments.
7. Ability to take on supervisory role in the absence of the Support Services supervisor.
8. Ability to follow city policy and police department policies, establish priorities, concentrate on tasks accurately, and accomplish duties in a timely manner.
9. Project a professional image when serving the public and consistently project a professional image when serving the public, responding with a high degree of accuracy and with a high level of courtesy and a strong public service orientation.
10. Ability to exercise initiative in using time productively and without close supervision.
11. Able to handle confrontational situations and make sound decisions.
12. Establish and maintain effective working relationships with both internal and external customers.
13. Must maintain strict confidentiality related to sensitive administrative and legal information.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS:**

Comfortable working conditions, talking, listening, handling light weight, intermittent sitting, standing and walking. Regularly sits at a desk or table; walks, stands or stoops; works for sustained periods of time maintaining concentrated attention to detail. The person in this position must have the visual ability to read and work with computers and other electronic tools in accomplishing tasks and to communicate verbally. May occasionally lift or otherwise move objects weighing up to 25 pounds. This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

*The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.*

*The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*